

### **Proposed Network System Engineers**

GECITS **exceeds the** requirement to provide two network systems engineers, as we propose four. Each of our four network systems engineers **exceeds the** requirement of having a minimum 18 months network design experience within the last 24 months as follows:

- ❑ David Canepa – experience in network design is contiguous over the last 68 months, thus **substantially exceeding the** requirement
- ❑ Harry O’Laughlin – experience in network design includes 152 months, which is contiguous over the last 65 months, thus **substantially exceeding the** requirement
- ❑ Russell Williams – experience in network design is contiguous over the last 112 months, thus **substantially exceeding the** requirement
- ❑ Benjamin Hardt – experience in network design is contiguous over the last 19 months, thus **exceeding the** requirement

In Table B3-3, we provide a summary of the certifications achieved by each of our proposed network systems engineers. As shown in Table B3-3, the combination of our proposed network systems **engineers** are certified at the minimum level required by the manufacturer, for those operating systems that have certification programs.



**Table B3-3. Network SE Certification Summary**

	<b>Apple</b>	<b>Microsoft</b>	<b>Novell</b>	<b>Nortel (Bay)</b>	<b>Cisco</b>	<b>Sun</b>
<b>David Canepa</b>			CNA* CNE CNS	NCS*	CCNA*	
<b>Harry O'Laughlin</b>			CNA CNE		CCNA	
<b>Russell Williams</b>					CCNA CCDA	WCC* ECP
<b>Benjamin Hardt</b>	APL*	MCP* MCSE			CCNA	

\*The certifications identified with an asterisk are considered the minimum certification levels for each manufacturer.

Below, we provide definitions for the acronyms used in the preceding table:

APL – Apple Product Professional Level\*\*  
MCP – Microsoft Certified Professional  
CNA – Certified Network Administrator  
CNE - Certified Network Engineer  
CNS – Certified Network Specialist  
NCS – Network Certified Specialist  
CCNA – Cisco Certified Network Associate  
CCDA – Cisco Certified Design Associate  
WCC – Workgroup Computing Certification  
ECP – Enterprise Computing Certification

\*\*Apple does not have a network operating system certification program. The certification they offer pertains to products.

We provide more information regarding the background of each of our proposed network systems engineers later in this section under the heading, "Resumes."

### **Proposed Additional Staff**

**In an effort** to truly partner with the State, and provide the ultimate in customer service, GECITS has added a number of positions that **exceed the RFP** requirements. We believe these positions are necessary in order to successfully support all of the requirements and tasks identified in the **RFP**. This **staffing** approach confirms our commitment to low-risk contract execution. These added positions, including a summary of their responsibilities are as follows (we provide more information of their responsibilities in the section entitled, "Duty Statements"):

- ❑ **Operations Manager.** This individual will be locally based and will be responsible for coordinating administrative and marketing activities. This includes supporting all reporting requirements, and for maintaining both the electronic and hardcopy catalogs. This individual will also serve as a backup to the General Manager.
- ❑ **Service Manager.** This individual will be locally based and will be responsible for directing the efforts of the technical support team, and for quality service delivery.
- ❑ **Service (Warranty) Administrator.** This individual will be locally based and will be responsible for directing our warranty services efforts.
- ❑ **Customer Engineers.** These individuals will be locally based and will be responsible for analyzing and resolving desktop, portable, and peripheral hardware problems. Specific duties may include hardware remedial maintenance, preventive maintenance, and installation and moves of desktop equipment and related devices.
- ❑ **Lead – UNIX/Cisco Power Team.** This individual will be locally based and will lead the UNIX and Cisco services efforts. This individual will also serve as a backup to the Service Manager.
- ❑ **UNIX Systems Engineer.** This individual will be responsible for providing pre-sales, design and configuration services and other related activities on UNIX/Cisco equipment.



- ❑ **Account/Sales Managers.** These individuals will be locally based and will be responsible for selling products and services, maintaining business relationships, providing **future** planning support, and for supporting various marketing activities. They will also serve as agency advocates. The inclusion of these individuals will allow us to **successfully** support the RFP requirement of providing on-site customer account management visits.
- ❑ **Software Product Specialist.** This individual will provide **software** expertise externally to customers, and internally to our Account/Sales Managers and our Technical Consultant as necessary.



## ***Duty Statements***

In the following matrices, we provide duty statements (job descriptions) for the positions listed below. Positions that we have added, that are not required, are identified as “**exceeds** requirements.” We have added these positions because we strongly believe that all the contract tasks and requirements **cannot** be successfully completed by the required positions identified in the RFP.

- ☐ General **Manager**
- ☐ Operations Manager (exceeds requirements)
- ☐ Service Manager (**exceeds** requirements)
- ☐ Technical Consultant
- ☐ Network Systems Engineer
- ☐ Service (Warranty) Administrator (**exceeds** requirements)
- ☐ Consulting Engineer
- ☐ Senior/Advanced Systems Engineer
- ☐ Systems Engineer
- ☐ Project Manager
- ☐ Customer Engineer (exceeds requirements)
- ☐ **Lead – UNIX/Cisco** Power Team (exceeds requirements)
  - o UNIX Systems Engineer (exceeds requirements)
- ☐ Account/Sales Manager (exceeds requirements)
- ☐ **Software Product Specialist** (**exceeds** requirements)
  - o Customer Service/Inside Sales Representative



<b>General Manager</b>	
<b>Primary Function</b>	To administer all aspects of the contract. To supervise GECITS State Store sales and services activities profitably. To establish new accounts and grow the store revenue. To establish and maintain a good business relationship with the State and the State Store customers. To serve as the single point of contact with the State. To meet with the State Contract Administrator at least once a month, or as the need arises. To return calls and e-mails (or have a designee return calls and e-mails) to the State Store Administrator within 24 hours.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>⌘ Serves as single point of contact with the State Store Administrator</li> <li>⌘ Coordinates and controls all aspects of the contract, including support by any subcontractors</li> <li>⌘ Meets in Sacramento with the State Contract Administrator at least once per month, or as the need arises</li> <li>⌘ Returns calls and e-mails to the State Contract Administrator within 24 hours</li> <li>⌘ Responsible for all aspects of the State Computer Store contract and its facilitation</li> <li>Ensures that the Store's strategy and diction goals are clearly defined and communicated</li> <li>⌘ Communicates GECITS' direction and strategy to the store team</li> <li>⌘ Ensures that activities and results are consistent with the contract requirements, overall company direction, standards of excellence, and professionalism</li> <li>⌘ Develops unit strategies for approaching internal and external problems and challenges</li> <li>⌘ Makes departmental calls with Account/Sales Managers and Technical Consultant as required to remain 'in-touch' with individual skill levels and customer status</li> <li>● Develops and advances vendor and manufacturer relationships in an effort to advance solutions</li> <li>⌘ Works with vendors and manufacturers to develop and provide effective on-site seminars and conferences</li> <li>⌘ Supports vendor negotiations and contract negotiations as necessary</li> <li>⌘ Monitors actual results vs. budget goals</li> <li>⌘ Recruits new staff as required</li> <li>⌘ Ensures customer satisfaction</li> <li>⌘ Reviews management reports in an effort to proactively identify any problems, issues, trends, etc. that may adversely affect the State Store</li> </ul>



	<ul style="list-style-type: none"> <li>• Conducts performance reviews on a timely basis</li> <li>• Works closely with State Contract Manager in developing the ability for governmental entities to electronically <b>transmit standardized</b> business documents</li> <li>• Leads the development of an interface from the GECITS on-line ordering system to the State on-line system if one is developed</li> <li>• Works closely with State Contract Manager in coordinating proposed <b>staffing</b> and submitting resumes for consideration</li> <li>• Develops and implements tools designed to enhance sales unit's effectiveness</li> <li>• Regularly reports progress and needs to upper management</li> <li>• Regularly reviews and recommends new product opportunities for consideration</li> <li>• Maintains "leading edge" <b>product/industry</b> knowledge through GECITS and/or industry education sessions, <b>reading</b>, etc.</li> <li>• Ensures proper order processing practices and procedures are followed based on contract requirements</li> <li>• Manages incentive programs offered by vendors to ensure compliance</li> <li>• Ensures monthly reporting to the State Contract Manager is both timely and accurate</li> <li>• Leads the quality management effort</li> <li>• Handles quality satisfaction surveys</li> <li>• Works with the State to resolve any issues resulting <b>from</b> the quality measurement of State Computer Store customer satisfaction</li> <li>• Immediately resolves any <b>administrative</b> and/or service problems that have not been resolved in a timely manner</li> <li>• Advises the State <b>Procurement</b> Division, in writing, of actions taken to resolve non-responsive situations</li> <li>• Keep the State Contract Administrator <b>informed</b>, on a weekly basis, of the expected completion of the customer service area and electronic catalog, and activities completed and Pending completion which will affect the store opening</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum three years computer industry experience within the last <b>four years</b></li> <li>• <b>Demonstrated</b> experience in building and maintaining successful relationships with suppliers and in servicing large public sector and/or <b>corporate accounts</b></li> <li>• Public sector experience <b>preferred</b></li> <li>• Computer <b>industry</b> account/project management experience preferred</li> <li>• Effectively <b>utilizes management</b>, clerical support, and technical resources</li> </ul>



	<ul style="list-style-type: none"><li>✓ Excellent verbal and written communication skills</li><li>✓ Organized and self-disciplined</li><li>✓ Ability to work under pressure</li><li>✓ Excellent organization and planning skills</li><li>✓ <b>Bachelor's</b> Degree or equivalent experience</li><li>✓ Strong problem solving skills</li></ul>
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<b>Operations Manager</b>	
<b>Primary Function</b>	To coordiite administrative, reporting, electronic catalog, and marketing support activities, and serve as back up to the General Manager.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• Serves as backup to General Manager</li> <li>• Makes changes (adds, deletions, modifications) to the product line</li> <li>• Deliver product changes to the State</li> <li>• Submits manufacturer technical literature to the State for any and all systems and products proposed on request, within five working days of a request</li> <li>• Ensures the inclusion of all required product lines for each type of equipment identified in the <b>RFP</b>, as well as for supplies</li> <li>• Develops <b>and maintains</b> on-line electronic catalog</li> <li>• Develops and maintains custom catalogs as necessary for <b>high-volume</b> purchasing agencies</li> <li>• Develops and distributes hardcopy catalogs as necessary</li> <li>• Maintains hardcopy catalog distribution list</li> <li>• Maintains the electronic order status system</li> <li>• Prepares product and price addenda for the State Store contract as <b>required</b></li> <li>• Monitors special promotional pricing and rebate programs offered by <b>manufacturers</b> and distributors and updates pricing accordingly</li> <li>• Monitors pricing margins</li> <li>• Provides evidence of cost letters as necessary</li> <li>• Works with the State to establish ordering procedures <b>pertaining</b> to government, education, or special pricing programs as <b>necessary</b></li> <li>• <b>Interfaces</b> with selected <b>external</b> production support resources (agencies, printers, mail house) and ensures that their work product meets <b>GECITS</b> standards and that they meet assigned deadlines</li> <li>• Produces and <b>distributes</b> marketing <b>collateral</b> materials and <b>conference literature</b></li> <li>• <b>Ensures</b> inclusion of <b>conference</b> announcements in hardcopy catalogs</li> <li>• Becomes and remains proficient with leading desktop publishing or presentation graphics products</li> <li>• Works to attain available vendor funding for marketing activities</li> <li>• Orders and <b>maintains</b> an adequate supply of available marketing and collateral <b>material from</b> vendors as <b>necessary</b></li> <li>• Assists in the creation of presentation materials</li> </ul>

	<ul style="list-style-type: none"> <li>• Produces presentations or other required materials for company management or others who need to have consistent and high quality collateral for both internal and external use</li> <li>• Maintains the approved corporate “look” including standards for color, layout, etc</li> <li>• Properly uses all corporate trademarks, <b>trade</b> names, or other registered devices, which require legal compliance for ongoing retention</li> <li>• Works with the State to design a customer <b>satisfaction</b> form for the electronic catalog</li> <li>• Prepares data <b>from</b> the satisfaction surveys for State Store staff and <b>General Manager</b></li> <li>• Produces and delivers monthly phone reports</li> <li>• Provides all reports as required, in the <b>timeframes</b> required</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>✎ Extensive knowledge of PC applications including Windows, Excel, MS Word, MS Project, PageMaker, <b>dBase</b>, etc.</li> <li>✎ Knowledge of the computer industry, sales and marketing strategies, and customer needs</li> <li>✎ Good familiarity with on-line applications and the use of the Internet</li> <li>✎ Exceptional oral and written communication skills</li> <li>✎ Excellent interpersonal skills</li> <li>✎ <b>Ability</b> to work under pressure in a fast-paced environment</li> <li>• Experience in production of creative marketing tools preferred</li> <li>✎ Experience with desktop publishing and presentation <b>software</b></li> <li>✎ Minimum three years related experience</li> </ul>



Service Manager	
<b>Primary Function</b>	Coordinates the services team to provide standalone installation/setup, network design and installation, network upgrades, strategic design, network management network troubleshooting, and on-site engineering services.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• Prioritizes projects and assignments</li> <li>• Responsible for monitoring services department employees, and ensuring adequate <b>staffing</b> and performance levels are maintained</li> <li>• Establishes an attitude of teamwork and a focus on achieving the highest level of customer satisfaction</li> <li>• Meets periodically with customers and staff to review services delivery and customer satisfaction</li> <li>• Develops local <b>staff training</b> and certification plans and ensures that adequately trained and certified <b>staff exist</b> to meet State Store and vendor requirements</li> <li>• Ensures that all contract services delivered are properly categorized as “no fee” and “for fee” and they are reported and invoiced appropriately</li> <li>• Reviews customer satisfaction surveys and takes appropriate action</li> <li>• Understands competitive hardware/software offerings</li> <li>• Directs support for <b>hardware/software</b> pilot or evaluation sites and/or applications</li> <li>• Arranges backup technical assistance to field service personnel</li> <li>• Maintains and updates paperwork for installation and network support <b>contracts</b></li> <li>• Augments sales efforts by supplying additional technical knowledge and support to the GECITS store staff</li> <li>• Participates in product presentations</li> <li>• Provides post-sales support to ensure acceptance of products</li> <li>• Directs <b>installation</b> assistance, on selected products, to expedite the customer’s integration of product into their <b>environment</b>. This includes media conversion, program conversion, application <b>consulting</b>, etc.</li> <li>• Arranges <b>customer product training, if necessary</b>, to ensure <b>customer’s ability to fully utilize hardware/ software</b></li> <li>• Responsible for tracking revisions/releases and <b>upgrades</b> on standard micro computer products, and informing all applicable store personnel</li> </ul>

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Projects image of credibility regarding technical issues/product evaluation</li><li>• Must have the ability to communicate and present technical material in a clear, concise, and professional manner</li><li>• Excellent oral and written communication skills.</li><li>• Must possess three years computer industry experience</li><li>• Effectively utilizes management, clerical support, and technical resources</li><li>• Excellent verbal and written communication skills</li><li>• Organized and self-disciplined</li><li>• Bachelor's Degree or equivalent experience</li><li>• Ability to demonstrate and present proprietary products</li></ul>
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Technical Consultant	
<b>Primary Function</b>	To consult on and demonstrate all products sold through the State Store. To represent in a highly competent manner, the State Store, and the computer industry to State and other governmental employees. To respond to and resolve inquiries concerning network products. To provide free technical consultation services for determining proper <b>configuration</b> , in context of the customer's environment, for standalone hardware and software to meet customer's needs, understanding the customer's computing and networking needs, and to be able to specify the best solution to meet the customer's needs. To call on and travel directly to customer locations at GECITS expense to offer products and services sold under the State Store contract. Should also be able to provide ordering information, part numbers, descriptions, and pricing.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>≪ Be trained on and remain current to provide demonstrations of applicable equipment and software sold through the State Store contract</li> <li>≪ Provide <b>free</b> technical consultation services for determining proper <b>configuration</b>, in the context of the customer's <b>environment</b>, for stand-alone hardware and software to meet customer needs, understanding the customer's computing and network needs, and be able to specify the best solutions to meet the customer's needs</li> <li>≪ Respond to and resolve inquiries <b>concerning</b> network products</li> <li>≪ Should be able to provide ordering <b>information</b>, part numbers, descriptions, and pricing</li> <li>≪ Be available on a maximum 24 hour call back or e-mail response basis to respond to requests for information</li> <li>≪ Call on and travel directly to customer locations at GECITS expense to offer products and services sold under the State Store contract</li> <li>≪ Recommends products and services to customers of the State Store</li> <li>≪ Augments sales efforts by supplying a high degree of technical knowledge and support to the GECITS store staff</li> <li>≪ Provides <b>product</b> comparisons</li> <li>≪ Attains customer satisfaction and maintains positive customer <b>relations</b></li> <li>• <b>Handles complaints in a positive manner</b></li> <li>≪ Becomes a trusted advocate and source for State and governmental employees and departments</li> <li>• <b>Maintains</b> a high level of competence on all products and technology through regular <b>training</b> and vendor contact</li> <li>• Regularly conducts or participates in marketing seminars as <b>appropriate</b></li> </ul>

	<ul style="list-style-type: none"><li>⌞ <b>Consults with</b> customers on technology strategic, planning and budgeting issues on request</li><li>⌞ Effectively <b>utilizes</b> management support and technical resources</li><li>⌞ Displays a sincere, dependable effort and positive work attitude in all <b>areas of</b> responsibility</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>⌞ Minimum 18 months network and system configuration (both product and service) experience in the last 24 months</li><li>⌞ Experience with all of the network operating systems proposed (Apple, Microsoft, Novell, <b>Cisco</b>, Sun, and Nortel)</li><li>⌞ Possess current network operating systems certifications where applicable</li><li>· Excellent verbal and <b>written</b> communications skills</li><li>⌞ Ability to understand and communicate technical information</li><li>⌞ Ability to demonstrate and present proprietary products and services</li><li>⌞ College degree preferred</li></ul>



Network System Engineer	
<b>Primary Function</b>	To provide pre-sales, strategic design, and advanced technical support for LAN, WAN, and MAN connectivity. To provide network design planning, installation, upgrades, and network troubleshooting services. To interpret complex technical issues involved in network planning and present appropriate solutions.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>≡ Provides technical interface/support of customers and vendors</li> <li>• Responsible for high-level technical support on hardware and software products</li> <li>≡ provides technical expertise at the detail level on entire product lines</li> <li>≡ Responds to and resolves inquiries concerning network products including hardware products, systems software products, and their various features, both current and future</li> <li>≡ Understands competitive hardware/software offerings</li> <li>≡ Provides support for hardware/software pilot or evaluation sites <b>and/or</b> applications</li> <li>≡ Provides backup technical assistance to field service personnel</li> <li>≡ <b>Maintains</b> and updates paperwork for installation and network support contracts</li> <li>≡ Provides and maintains the Network Planning Questionnaire and Guides</li> <li>• <b>Analyzes</b> completed Network Planning Questionnaire and provides network design services</li> <li>≡ Conducts meetings with agencies as necessary in support of network design services</li> <li>≡ Develops <b>functional</b> network descriptions and detailed product lists based on <b>network</b> design services</li> <li>• Performs network installations to ensure they meet customer needs</li> <li>≡ Augments sales efforts by supplying a high degree of technical knowledge and support to the GECITS store staff</li> <li>≡ Reviews and analyzes customer applications and requirements in <b>order to</b> recommend appropriate <b>hardware/software solutions</b></li> <li>≡ Provides technical research and <b>configuration</b> analysis</li> <li>• <b>Evaluates</b> and/or recommends systems <b>configurations</b> based on <b>analysis</b> of customer's application requirements to ensure customer <b>satisfaction</b></li> <li>≡ Plans, <b>configures</b>, and <b>installs</b> network software</li> <li>≡ Troubleshoots all levels of network installations</li> </ul>



	<ul style="list-style-type: none"> <li>• Performs network upgrade services</li> <li>• Provides network management and troubleshooting services</li> <li>• Participates in the preparation and delivery of product presentations</li> <li>• Provides post-sales support to ensure acceptance of products</li> <li>• Provides installation assistance on selected products to expedite the customer's integration of product into their environment. This includes media conversion, program conversion, application consulting, etc.</li> <li>• Provides customer product training to ensure customer's ability to fully utilize hardware/ software</li> <li>• Maintains contact with customers to ensure satisfaction with GECITS products and services</li> <li>• Provides product introduction and training</li> <li>• Responds quickly to customer questions regarding computer hardware and standard software problems</li> <li>• Visits customer site to solve specialized hardware or software problems on microcomputer products</li> <li>• Researches network hardware and software to keep abreast of new products and integration developments</li> <li>• Maintains and acquires manufacturer network certifications</li> <li>• Provides software product instruction to customers and store employees as specified on bimonthly schedules</li> <li>• Uses various tools efficiently to support subject matter, (i.e., hardware, printouts, visual aids, lecture, etc.)</li> <li>• Communicates with management on a regular basis to provide input/information on service and support needs/problems</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum 18 months network design experience in the last 24 months</li> <li>• Is experienced with and certified (at the minimum level required by the manufacturers, for those manufacturers of network operating systems that have certification programs) in one or more of the following network operating systems: Apple, Microsoft, Novell, Cisco, Sun, and Nortel (Bay) Networks</li> <li>• College degree preferred</li> <li>• Can install, configure, and operate complex computer systems</li> <li>• Minimum two years computer/electronics schooling</li> <li>• High-level understanding of LAN and WAN concepts</li> <li>• Ability to perform high level/detail level technical support on entire hardware/software product line.</li> <li>• Must have the ability to communicate and present technical material in a clear, concise, and professional manner</li> </ul>





Service (Warranty) Administrator	
<b>Primary Function</b>	Directs, tracks, and reports on warranty services.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>Directs, tracks, and reports on manufacturer warranty services and guarantees on all products</li> <li>Supports the services organization by developing organization processes and monitoring the business</li> <li>Acts as administrative focal point for services organization</li> <li>Coordinates administrative and business unit support activities</li> <li>Maintains customer database and provides customer information to field staff</li> <li>Organizes and manages services organization related mailings and materials for seminars and trade shows</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Three years experience directing warranty services efforts</li> <li>Post high school education highly preferred, especially coursework in business and business writing</li> <li>Minimum two years administrative experience <ul style="list-style-type: none"> <li>Excellent organizational and problem solving skills</li> <li>Ability to work in a fast-paced environment</li> <li>Excellent oral and written communication skills</li> <li>Demonstrated expertise utilizing PC applications including MS Excel, Word, Outlook, PowerPoint, etc.</li> <li>Knowledge of MS Access and MS Project or equivalent</li> <li>General knowledge of PC hardware and software products, and services sold and supported by the company</li> </ul> </li> <li>Knowledge of or ability to quickly learn administrative systems, especially the order entry and order processing systems</li> <li>Ability to handle difficult customers on the phone</li> <li>Strong attention to detail</li> </ul>



<b>Consulting Engineer</b>	
<b>Primary Function</b>	Provides on-site engineering services as necessary.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>◄ Provides on-site engineering services</li> <li>◄ Acts independently as a technical advisor on the most specialized phases of system design implementation, analysis, and programming</li> <li>◄ Leads and <b>participates</b> in major system studies and implementations</li> <li>◄ Supports systems engineers and <b>internal</b> marketing teams in solving complex problems involving a broad range of technology and industry issues</li> <li>◄ Investigates state-of-the-art technology and applies it</li> <li>◄ Communicates technical alternatives to management and recommends action</li> <li>◄ Functions as technical expert during product presentations to customers</li> <li>◄ Advises on network security, backup procedures, and virus protection</li> <li>◄ Devises network naming conventions and addressing schemes</li> <li>◄ Establishes communications to remote sites, mainframes, <b>WANs</b>, and other disparate systems through bridges, routers, communication servers, and gateways</li> <li>◄ Resolves interoperability issues through implementing multi-protocol <b>architectures</b></li> <li>◄ Performs network design services including cable plant layout, local and remote communication links, and recommendations for equipment purchases</li> <li>◄ <b>Consults</b> on new LAN designs and installations</li> <li>◄ Evaluates and tests network file server software, network-based applications, and network hardware products</li> <li>• Works <b>with</b> vendors to resolve compatibility issues</li> <li>◄ Designs and supports remote access <b>and</b> security services</li> <li>◄ Utilizes advanced network analytical tools to pro-actively identify/resolve problems</li> <li>◄ Monitors network for adherence with company standards</li> <li>• Designs and documents network topologies including LAN and WAN <b>architectures</b> and protocols</li> <li>• Designs and documents file server-based solutions</li> <li>• Serves <b>as a technical</b> resource sales lead in the sales <b>process</b></li> </ul>

<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Six years related experience within the last seven years</li> <li>• Experience in working closely with designated network administrators to develop and implement standardized network services and procedures tailored to an agency's specific organizational needs</li> <li>• Experience in diagnosing <b>failures</b>, correcting problems, or providing network support services such as upgrades, one-on-one training, etc.</li> <li>• Firm understanding of routers, bridges, gateways, cabling, hubs, switches, telecommunications carriers, and WAN/LAN protocols</li> <li>• Knowledge of <b>safety</b> procedures related to the electrical, environmental, and physical hazards associated with GECITS products/services</li> <li>• Strong understanding of project management methodologies</li> <li>• Ability to effectively communicate technical information, both orally and in writing, to technical and non-technical audiences at the mid management level of the organization</li> <li>• Ability to develop procedures documentation</li> <li>• Ability to develop and conduct effective presentations</li> <li>• Ability to conduct simple training sessions</li> <li>• Ability to operate effectively in a team environment</li> <li>• Ability to anticipate, <b>identify</b>, and resolve problems</li> <li>• Ability to understand client's business requirements, generate solutions, and present recommendations</li> <li>• Ability to operate within customer standard <b>operating</b> procedures</li> <li>• Ability to apply quality control tools/processes</li> <li>• Understanding of OEM server hardware architecture</li> <li>• Knowledge of at least one network operating system (security philosophy, system administration utilities, topologies)</li> <li>• Knowledge of at least two networking protocols (one must be <b>TCP/IP</b>)</li> <li>• Strong understanding of <b>3<sup>rd</sup></b> party utilities (e.g. virus, backup, and software distribution)</li> <li>• Strong understanding of desktop operating systems</li> <li>• Understanding of project management methodologies</li> <li>• Bachelors <b>degree</b>, technical degree or equivalent experience</li> </ul>
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Senior/Advanced System Engineer	
<b>Primary function</b>	Provides on-site engineering services as necessary.
<b>Primary responsibilities</b>	<ul style="list-style-type: none"> <li>▫ Provides on-site engineering services</li> <li>• Under minimal direction, applies specialization within a line of business to provide programming and technical leadership in support of customer needs</li> <li>▫ Acts as lead in subsystem design and participates in system design projects</li> <li>▫ Oversees development and implementation of system specifications, designs, integration, testing, and documentation</li> <li>▫ Interfaces with customers to define system requirements and priorities</li> <li>▫ Develops risk management and mitigation strategies</li> <li>▫ Acts as principal interface to complementary programs</li> <li>▫ <b>Integrates all internal</b> server CPU hardware components required for network operating systems software</li> <li>• Creates and <b>administers</b> user accounts</li> <li>▫ <b>Installs and administers</b> workstation applications</li> <li>▫ <b>Installs and administers</b> printers and print queues</li> <li>▫ <b>Installs and administers</b> UPS'</li> <li>▫ Implements standard office and e-mail applications</li> <li>▫ Evaluates and tests network file server software, network-based applications, and network hardware products</li> <li>▫ Works with vendors to resolve compatibility issues</li> <li>▫ Designs and supports remote access and security services</li> <li>• Utilizes advanced network analytical tools to pro-actively <b>identify/resolve</b> problems</li> <li>▫ Monitors network for adherence with company standards</li> <li>▫ Designs and documents network topologies including LAN and WAN <b>architectures</b> and protocols</li> <li>▫ Designs and documents <b>file</b> server-based solutions</li> <li>▫ Participates as a technical resource in the sales process</li> </ul>

<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Forty-eight months related experience within the last sixty months</li> <li>• Experience in all of the duties of an on-site Systems Engineer</li> <li>• Experience in correcting problems and providing expert network support services</li> <li>• Two years experience as the overall technical lead for the development, operations, testing, integration, or fielding of complex <b>systems</b></li> <li>• Firm understanding of routers, bridges, gateways, cabling, hubs, switches, telecommunications carriers, and WAN/LAN protocols</li> <li>• Knowledge of <b>safety</b> procedures related to the electrical, environmental, and physical hazards associated with GECITS products/services</li> <li>• Strong understanding of project management methodologies</li> <li>• Ability to effectively communicate technical information, both orally and in writing, to technical and non-technical audiences at the mid management level of the <b>organization</b></li> <li>• Ability to develop procedures documentation</li> <li>• Ability to develop and conduct effective presentations</li> <li>• Ability to conduct simple training sessions</li> <li>• Ability to operate effectively in a <b>team</b> environment</li> <li>• Ability to anticipate, identify, and resolve problems</li> <li>• Ability to understand client's business requirements, generate solutions, and present recommendations</li> <li>• Ability to operate within customer standard operating procedures</li> <li>• Ability to apply quality control <b>tools/processes</b></li> <li>• Understanding of OEM server hardware architecture</li> <li>• Knowledge of at least one network operating system (security <b>philosophy</b>, system <b>administration</b> utilities, topologies)</li> <li>• Knowledge of at least two networking protocols (one must be <b>TCP/IP</b>)</li> <li>• Strong understanding of <b>3<sup>rd</sup></b> party utilities (e.g. virus, backup, and software <b>distribution</b>)</li> <li>• Strong <b>understanding</b> of desktop operating systems</li> <li>• <b>Understanding</b> of project management methodologies</li> <li>• Bachelors degree, technical degree or equivalent experience</li> </ul>
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<b>System Engineer</b>	
<b>Primary Function</b>	Provides on-site engineering services as necessary.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>⌘ Provides on-site engineering services</li> <li>⌘ Under general direction, develops and maintains data processing applications that meet customer business needs</li> <li>⌘ Codes, tests, and implements computer programs in developmental and maintenance modes</li> <li>⌘ Defines system requirements and priorities with customers and ensures that daily needs are met</li> <li>⌘ Develops system and programming specifications</li> <li>⌘ Designs data processing solutions based on business needs and technical considerations</li> <li>⌘ Researches and resolves application production problems</li> <li>⌘ Monitors application performance and performs run-time improvement functions</li> <li>⌘ Integrates all internal server CPU hardware components required for network operating systems software</li> <li>⌘ Creates and administers user accounts</li> <li>• Installs and administers workstation applications</li> <li>• Installs and administers printers and print queues</li> <li>• Installs and administers UPS'</li> <li>⌘ Implements standard office and e-mail applications</li> <li>⌘ Evaluates and tests network file server software, network-based applications, and network hardware products</li> <li>• Works with vendors to resolve compatibility issues</li> <li>⌘ Designs and supports remote access and security services</li> <li>• Utilizes advanced network analytical tools to pro-actively identify/resolve problems</li> <li>⌘ Monitors network for adherence with company standards</li> <li>• Designs and documents network topologies including LAN and WAN architectures and protocols</li> <li>⌘ Designs and documents file server-based solutions</li> </ul>

<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Twenty-four months related experience within the last 36 months</li> <li>• Experience in the development of systems or associated operational experience</li> <li>• Experience in the integration of internal CPU hardware components</li> <li>• Experience in diagnosing failures, correcting problems, and providing network support services</li> <li>• Firm understanding of routers, bridges, gateways, cabling, hubs, switches, telecommunications <b>carriers</b>, and WAN/LAN protocols</li> <li>• Knowledge of safety procedures related to the electrical, environmental, and physical hazards associated with GECITS products/services</li> <li>• Strong understanding of project management methodologies</li> <li>• Ability to effectively communicate technical information, both orally and in writing, to technical and non-technical audiences at the mid management level of the organization</li> <li>• Ability to develop procedures documentation</li> <li>• Ability to develop and conduct effective presentations</li> <li>• <b>Ability</b> to conduct simple training sessions</li> <li>• Ability to operate effectively in a team environment</li> <li>• <b>Ability</b> to anticipate, identify, and resolve problems</li> <li>• Ability to understand client's business requirements, generate solutions, and present recommendations</li> <li>• Ability to operate within customer standard operating procedures</li> <li>• Ability to apply quality control <b>tools/processes</b></li> <li>• Understanding of OEM server hardware <b>architecture</b></li> <li>• Knowledge of at least one network operating system (security philosophy, system <b>administration</b> utilities, topologies)</li> <li>• Knowledge of at least two networking protocols (one must be <b>TCP/IP</b>)</li> <li>• Strong understanding of <b>3<sup>rd</sup></b> party utilities (e.g. virus, backup, and software distribution)</li> <li>• Strong understanding of desktop operating systems</li> <li>• Understanding of project management methodologies</li> <li>• Bachelors degree, technical degree or equivalent experience</li> </ul>
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<b>Project Manager</b>	
<b>Primary Function</b>	Provides on-site engineering (project management) services as necessary.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>◊ provides on-site engineering services</li> <li>◊ provides business, technical, and personnel management for individual projects such as engineering studies, computer applications, and system development</li> <li>◊ Plans, <b>directs</b>, and coordinates the acquisition and development of new business to an operational account stage</li> <li>◊ Initiates, supports, and participates in negotiations with prospective customers</li> <li>◊ Analyzes the effects of projects upon various operating and support areas such as <b>information</b> processing/data centers, assembly, and manufacturing to determine the most practical and cost-effective method to obtain the required resources</li> <li>● provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements</li> <li>◊ Constructs a complete project plan taking into account resource availability, timelines, and budget</li> <li>◊ Documents the entire project process <b>from</b> start to finish</li> <li>◊ Uses various <b>software</b> packages to monitor and control project progress</li> <li>◊ Schedules and coordinates resources to complete project</li> <li>● Manages project costs to budget</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>◊ Eight years project management experience within the last nine years</li> <li>◊ <b>Experience in</b> planning, <b>organizing, directing</b>, and controlling of project resources</li> <li>◊ Two years experience in the management of <b>projects/tasks</b> similar in scope and <b>requirements</b> to the State <b>Store</b> project</li> <li>◊ Experience in overseeing medium to large-scale IT projects comprised of sub-projects and distinct deliverables</li> <li>● Ability to motivate people to perform above normal <b>expectations</b></li> <li>◊ Ability to operate effectively in a team <b>environment</b>, coordinate efforts of other team members</li> <li>◊ Ability to resolve <b>conflicts</b></li> <li>● Ability to anticipate, identify, and resolve problems</li> </ul>





	<ul style="list-style-type: none"><li>≧ Ability to operate under specific deadlines</li><li>≧ Ability to pay attention to detail and follow through on commitments</li><li>≧ Ability to maintain professional demeanor under stress</li><li>≧ Ability to identify, <b>communicate</b> and manage risks associated with project completion</li><li>≧ Ability to use broad <b>cross-functional</b> knowledge of client/server systems, facility management, telecommunications, systems <b>software</b> and computer operations to identify effective solutions to client business problems</li><li>≧ Ability to act as the lead person for a project team</li><li>≧ Ability to gain consensus at all management levels</li><li>≧ Ability to apply quality control tools/processes to project activities</li><li>≧ Strong knowledge of project planning and management methodologies</li><li>≧ Knowledge of safety procedures related to the electrical, environmental, and physical hazards associated with GECITS <b>products/services</b></li><li>≧ Bachelors degree or equivalent experience</li></ul>
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